

The exam consists of Six pages.

Answer all of the questions and assume any missing data. use the provided sheet to fill the answers

Choose the most suitable answer

(1) Most of our communication time is consumed in

- (1) speaking (2) reading (3) listening (4) writing

(2) To help start a conversation?

- (1) Find a joke (2) Find common ground (3) shake hand (4) use eye contact

(3) What do you want to avoid most when starting a conversation with someone for the first time?

- (1) Asking direct question about themselves (2) Saying jokes (3) Talking about politics
(4) Talking a lot

(4) To perform a good conversation means

- (1) to convince the other person (2) to take the lead in the conversation (3) to listen all the time to the other person (4) to achieve a shared thinking with the other person

(5) You are with your friends at the soccer field. You start talking about politics. The conversation went bad because of wrong

- (1) relationship (2) context (3) structure (4) behavior

(6) One things that could destroy the conversation context is

- (1) the speaker (2) lack of privacy (3) the relationship to the other person (4) speaker's power

(7) Thinking could be defined as the process

- (1) doing conversations (2) expressing yourself (3) convincing others
(4) changing our mental models

(8) Which of the following could be considered as a conversation assumption?

- (1) We need to agree (2) we can be brutally honest (3) We just need to discuss
(4) All of the above

(9) The conversation context includes?

- (1) Objectivies (2) Time (3) Place (4) All of the above

(10) You asked your father to discuss an important issue but he was busy. You better

(1) Postpone the issue to other time (2) ask even for 5 minutes (3) Start speaking very fast (4) raise your voice

(11) It is good for the your conversation to succeed to assume that you are... compared to the other party

(1) equal in power (2) casier person (3) lower in power (4) committed to your idea

(12) Conversations can fail because the status relationship

(1) is very important (2) limits what we can say to each other (3) changes the power we can exert over others (4) is not important

(13) People often ask for or give permission in eode, for example to give permission we may

(1) stop talking (2) keep talking (3) smile (4) leave

(14) The reward power means

(1) the ability to be convincing (2) the ability to be strong (3) the ability to win rewards (4) granting favors for behavior

(15) Referent power means

(1) how strong are you (2) the effect your personality make on others (3) that you are knowledgcable (4) how many references you know

(16) A role is the

(1) job (2) behaviors that people expect of us (3) mode of workers (4) job regulations

(17) Which of the following is considered a first stage thinking?

(1) What can we do? (2) What opportunities are there? (3) How else could we look at it? (4) How can we solve this problem?

(18) Which of the following is considered a second stage thinking?

(1) Why are we interested in this? (2) What do we want to achieve? (3) How would someone else see it? (4) What might it mean?

(19) Belbin's list of roles for management includes

(1) licensed fool (2) devil's advocate (3) mediator (4) critical thinker

(20) Conversations ean fail because we

(1) we dislike each other (2) we like each other alot (3) we find each other attractive (4) all of the above

(21) Which is true about non-verbal communication

(1) A bad way of eommunication (2) ean be practiced easily (3) try to avoid (4) more reliable than verbal ones

(22) We may misinterpret nonverbal messages because

(1) we can't look at the person eyes (2) Non-verbal messages are multi-channel (3) we fell lower in power (4) we are shy

(23) Judgment during a conversation is considered

(1) a first stage thinking (2) second stage thinking (3) disrespect (4) leaping into conclusion

(24) You started a conversation that aims to find a solution for the city pollution problem, which of the following cannot be said at the beginning of the conversation

(1) The pollution problem is important (2) Car numbers are increasing (3) needs to increase car taxes (4) All of the above

(25) A sample first stage thinking question

(1) Why are we interested in this? (2) How do we evaluate it? (3) What shall we do? (4) What is it like?

(26) Open palms as a nonverbal behavior that means

(1) innocence (2) Impatience (3) Interest (4) Anticipation

(27) The P in the WASP conversation model stands for

(1) People (2) Part (3) Plan (4) None of that

(28) In the WASP conversation model, is the Acquire phase a

(1) first stage thinking (2) second stage thinking (3) final stage thinking (4) None of that

(29) A conversation for relationship: key questions

(1) What do you see that I can't see? (2) Is this a good solution? (3) How to evaluate the evaluate the situation? (4) All of the above

(30) A conversation for possibility is about

(1) solving problems (2) finding solutions (3) finding new ways of looking at the problem (4) All of the above

(31) You can destroy a conversation for possibility if

(1) you criticize the other person (2) you challenge what the other person says. (3) you act as you are in a higher level than the other person (4) All of the above

(32) The bridge from possibility to opportunity is

(1) conversation skills (2) working hard (3) ignorance (4) measurement

(33) A conversation for possibly major component is

(1) speaking (2) encouraging (3) problem solving (4) all of the above

(34) A conversation for opportunity is bout

(1) helping others (2) building relationship (3) planning (4) all of the above

(35) In a conversation for action we

- (1) explore opportunities (2) know each other (3) set the plan (4) agree on what to do

(36) You know that a conversation is going too fast

- (1) when people interrupt each other a lot (2) When questions dry up (3) when people show signs of weariness (4) when one person starts to dominate the conversation

(37) Conversations can go too fast because

- (1) too much analysis is going on (2) people talk more about the past than the future (3) feelings take over (4) people start to repeat themselves

(38) You know that a conversation is going too slow

- (1) when people interrupt each other a lot (2) when people show signs of weariness (3) assumptions go unchallenged (4) when people stop listening to each other

(39) If you feel that the conversation is slowing down you can

- (1) reflect what the other person says rather than replying directly to it (2) ask for new ideas (3) speak very fast (4) ask open questions

(40) If you feel that the conversation is going very fast you can

- (1) push for action (2) ask for new ideas (3) speak very slow (4) ask open questions

(41) Opinions are

- (1) things that are always true (2) important ideas (3) ideas got cold (4) important ideas

(42) Refusing giving permission can be done by

- (1) replying with another question (2) nodding, (3) smiling (4) leaning forward

(43) Arguing

- (1) makes you look smart (2) proves that you are right (3) makes you win the conversation (4) stops you exploring new ideas

(44) The second rung of the ladder of inference

- (1) takes actions (2) makes assumptions (3) infers meaning (4) makes data selection

(45) The fourth rung of the ladder of inference

- (1) construct mental models (2) make assumptions (3) infer meaning (4) Data selection

(46) To climb down the ladder of inference from doing an action you can

- (1) argue the action (2) say this is wrong (3) say "Have I missed anything?" (4) start nodding

(47) As you want to move on from one stage to the next in a conversation it is good to

- (1) stop for a while (2) summarize (3) ask questions (4) write comments

- (48) people remember better what they
 (1) hear (2) see (3) talk (4) listen to
- (49) Which of the following is true about Mindmaps
 (1) a first-stage thinking tool (2) takes time to draw (3) nice graphs (4) rarely used
- (50) Metaphors are
 (1) important to show details (2) used in the ladder of inference (3) rarely used (4) images of ideas in concrete form
- (51) To improve your attention during a discussion
 (1) think about the next meeting (2) Allow quiet pauses with your own thoughts (3) look around the room (4) fill
- (52) Mostly people interrupt because they
 (1) like deep analysis (2) like talking (3) think the answer is more important than the problem (4) None of the above
- (53) You can show that you are paying attention by
 (1) Discipline yourself (2) stop talking (3) look around (4) taking slowly
- (54) The best questions is a question that
 (1) create an argument (2) criticize in hidden way (3) opens up the other person's thinking (4) find fault
- (55) You aren't encouraging people to develop their thinking if you
 (1) allow quit (2) suggest that they change the subject (3) ask questions (4) None of that
- (56) Managers sometimes use questions to
 (1) criticize in hidden way (2) find fault. (3) make themselves look clever (4) all of the above
- (57) Open questions
 (1) are easy to answer (2) Cannot be answered 'yes' or 'no' (3) Can only be answered 'yes' or 'no' (4) None of that
- (58) On an interview, you pass your business card at
 (1) at the end before you leave (2) as you start discussion (3) when the interviewer ask (4) the greeting stage
- (59) One good thing to do during the interview
 (1) answer the unsaid questions (2) ask about the salary (3) recording your comments (4) criticize you old employer

(60) A good ice breaker is to say

(1) what is your name (2) it has been very crowded today (3) how was your trip today (4) let us begin the interview

(61) the second code in the IEEE code of ethics concerns with

(1) conflict of interest (2) rejecting bribery (3) honesty (4) Environment

(62) which is not true about Adrenaline

(1) Adrenalin stimulates excretion of body waste (2) It increases your concentration (3) It Makes you feel better (4) Adrenalin causes your arteries to constrict

(63) laliophobia is a

(1) a fear of dogs (2) a fear of ridicule (3) a fear of speaking (4) a fear of people

(64) It is better in the presentation to

(1) ask the audience (2) focus on a small number of ideas (3) keep saying jokes (4) give the details

(65) You decide to make a presentation if

(1) are a good speaker (2) you are selling something (3) you have important information to say (4) you want to inspire your audience

(66) The R in the SPQR model stands for

(1) Response (2) Report (3) Random (4) Reply

(67) As part of being tactful

(1) Keep eye contact (2) Never ask question (3) Never correct mistakes (4) Never blame in public

(68) you are not happy with your employee idea, you may say

(1) I think this is wrong (2) I don't agree (3) It looks like you didn't understand the problem (4) I will leave

(69) Critical comments

(1) are better to avoid (2) will provide correction (3) must be said (4) should be said with positive comments

(70) Assuming that everything you do is right

(1) Stop career (2) make me feel better (3) help others respect you (4) help me being confident

Best Wishes, Sherif Kishk